

# United Arab Emirates Jobs Expertini®

## RC RAK, Multi-Property Training Manager

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Company: Marriott International, Inc.

Location: ras al khaymah

Category: other-general

Job Number 24064368 Job Category Human Resources Location The Ritz-Carlton Ras Al Khaimah Al Wadi Desert, Al Mazraa, Wadi Khadija., Ras Al Khaimah, United Arab Emirates, United Arab Emirates VIEW ON MAPS Schedule Full-Time Located Remotely? N Relocation? N Position Type Management JOB SUMMARY Helps drive company values and philosophy and ensures all training and development activities are strategically linked to the organization's mission and vision. Works with property leadership team to identify and address employee and organizational development needs. The position is responsible for ensuring effective training is in place to enable the achievement of desired business results. Training programs focus on a variety of topics, including product knowledge, company philosophy, and customer service and leadership skills. Conducts needs assessments, designs and develops training programs and facilitates the delivery of both custom and corporate training programs. Measures the effectiveness of training to ensure a return on investment. CANDIDATE PROFILE Education and Experience • 2-year degree from an accredited university in Human Resources, Hotel and Restaurant Management, Hospitality, Business Administration, or related major; 2 years experience in the human resources or related professional area; certified trainer. OR • 4-year bachelor's degree in Human Resources, Hotel and Restaurant Management, Hospitality, Business Administration, or related major; certified trainer; no work experience required. CORE WORK ACTIVITIES Administering Employee Training Programs • Promotes and informs employees about all training programs. • Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations. • Helps employees identify specific behaviors that will contribute to service

excellence. • Ensures employees receive on-going training to understand guest expectations. • Uses effective training methods to ensure employees have a good understanding of guest satisfaction and can demonstrate guest satisfaction skills. • Meets with training cadre on a regular basis to support training efforts. • Observes service behaviors of employees and provides feedback to individuals and/or managers.

### Evaluating Training Programs Effectiveness

- Monitors enrollment and attendance at training classes.
- Meets regularly with participants to assess progress and address concerns.
- Partners with operational leaders to assess if employees demonstrate effective technical and leadership skills.
- Reviews comment cards, guest satisfaction results and other data to identify areas of improvement.
- Measures transfer of learning from training courses to the operation.
- Ensures adult learning principles are incorporated into training programs.

### Developing Training Program Plans and Budgets

- Ensures all training and development activities (department specific and general property training) are strategically linked to the organization's mission and vision.
- Identifies performance gaps and works with managers to develop and implement appropriate training to improve performance.
- Makes any necessary adjustments to training methodology and/or re-trains as appropriate.
- Aligns current training and development programs to effectively impact key business indicators.
- Establishes guidelines so employees understand expectations and parameters.
- Develops specific training to improve service performance.
- Drives brand values and philosophy in all training and development activities.
- Incorporates guest satisfaction as a component of departmental meetings with a focus on continuous improvement.

### Managing Training Budgets

- Participates in the development of the Training budget as required.
- Manages budget in alignment with Human Resources and property financial goals.
- Manages department controllable expenses to achieve or exceed budgeted goals.
- Utilizes P-card if appropriate to control and monitor departmental expenditures.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law. At more than 100 award-winning properties worldwide, The Ritz-Carlton Ladies and Gentlemen create experiences so exceptional that long after a guest stays with us, the experience stays with them. Attracting the world's top hospitality professionals who curate lifelong memories, we believe that everyone succeeds when they are empowered to be creative, thoughtful and compassionate. Every day, we set the

standard for rare and special luxury service the world over and pride ourselves on delivering excellence in the care and comfort of our guests. Your role will be to ensure that the “Gold Standards” of The Ritz-Carlton are delivered graciously and thoughtfully every day. The Gold Standards are the foundation of The Ritz-Carlton and are what guides us each day to be better than the next. It is this foundation and our belief that our culture drives success by which The Ritz Carlton has earned the reputation as a global brand leader in luxury hospitality. As part of our team, you will learn and exemplify the Gold Standards, such as our Employee Promise, Credo and our Service Values. And our promise to you is that we offer the chance to be proud of the work you do and who you work with. In joining The Ritz-Carlton, you join a portfolio of brands with Marriott International. Be where you can do your best work, begin your purpose, belong to an amazing global team, and become the best version of you.

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